

Caring for our CDH Gold Members

Care and condition management

A wide range of help for you

- Using the health care system
- Using the CDH Gold health plan benefits
- Self-management
- Working with multiple providers
- Managing symptoms when chronic conditions worsen
- Controlling avoidable costs
- Coordination of end-of-life and life-limiting care needs



A wide range of help for you

We personalize support by asking:

- What's important to you?
- What are your goals?
- What are your strengths?
- What worries you?
- What changes are you ready to make?



Support is provided based on your needs

Active monitoring with health coach

Active monitoring

Supportive monitoring

- · Bi-annual newsletters
- Access to secure member website for self-directed learning
- Access to disease management program health coach who is a registered nurse, via the 1-866-269-4500
- Members receive care considerations letter

All features of supportive monitoring, plus

- Introductory letter invites you to call our toll-free number and speak with a health coach for personalized education
- Care considerations via letters and telephone calls
- Access to registered dieticians when working with a nurse
- Self-monitoring equipment as needed

All features of active and supportive monitoring, plus

- Ongoing outreach by your health coach to assess and monitor
- Individualized care planning, goal setting, and targeted education
- Holistic approach Single nurse acts as your health coach for your health care needs

Managing a wide array of health conditions

Cancer

General cancer

Breast cancer

Colorectal cancer

Lung cancer

Lymphoma/leukemia

Prostate cancer

Gastrointestinal

Chronic hepatitis

Gastro esophageal reflux disease (GERD)

Inflammatory bowel disease (IBD) (Crohn's disease)

Peptic ulcer disease

Orthopedic/ Rheumatologic

Chronic lower back pain

Osteoarthritis (OA)

Osteopenia

Osteoporosis

Rheumatoid arthritis (RA)

Pulmonary

Asthma - adult and pediatric

Chronic obstructive pulmonary disease (COPD)

Renal

Chronic kidney disease

End stage renal failure

Vascular

Cerebrovascular disease/stroke (CVA)

Coronary artery disease (CAD)

Diabetes - adult and pediatric

Heart failure

High blood pressure (hypertension) – adult

and pediatric

High cholesterol (hyperlipidemia)

Peripheral artery disease (PAD)

Other

Cystic fibrosis – adult and pediatric

Depression (addressed as co-morbid condition)

HIV

Hypercoagulable state

Sickle cell disease - adult and pediatric

Weight management - adult and pediatric

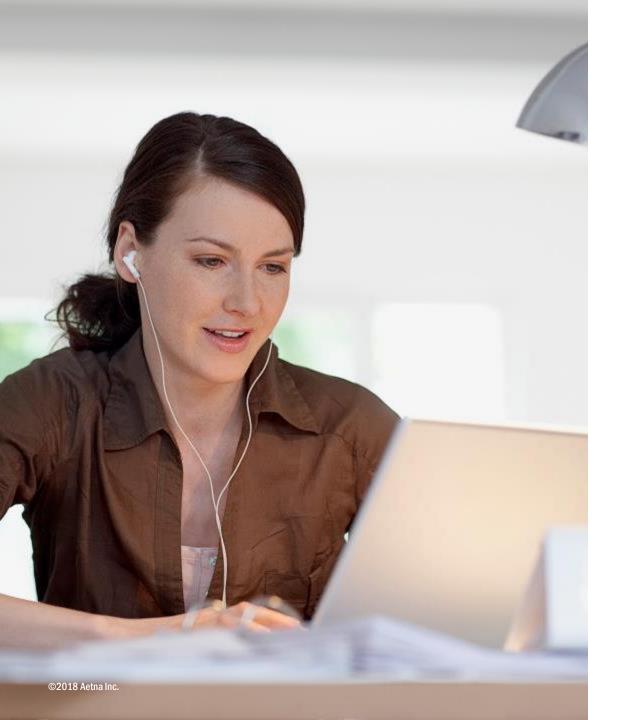
Online health coaching programs offer broad support

Supports chronic conditions and wellness including:

- Asthma
- Cholesterol control
- Diabetes management
- Blood pressure control
- Healthy back
- Stress less

- Tobacco cessation
- Healthy eating
- Fitness
- Sleep
- Weight management
- Healthy living



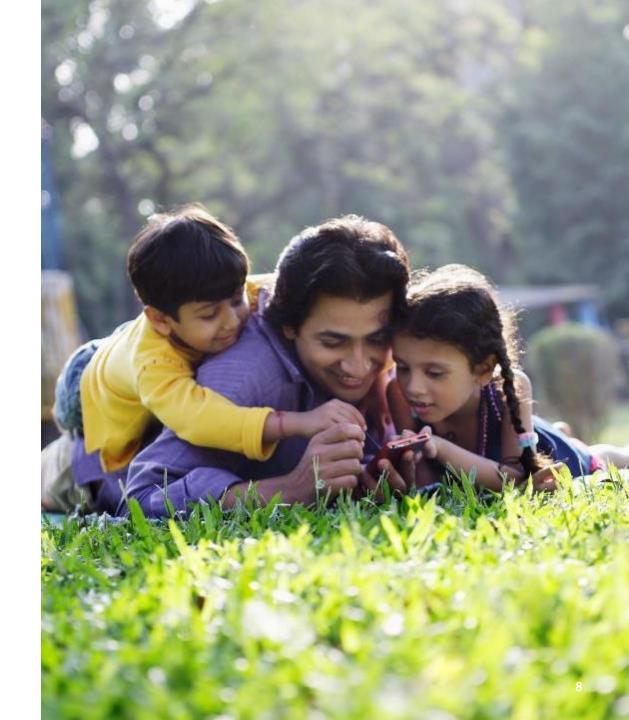


A case management story: Jenny

- Single, age 24
- Works full time, student part time
- Frequent migraines
- Multiple ER visits
- Using out-of-network doctors leading to higher out-of-pocket costs for her

A case management story: Robert

- Married, three children, age 47
- Works full time
- Hypertension, smoker
- Current hospital admission for chest pain second admission within the past 90 days





A case management story: Sam

- Premature birth at 33 weeks weight four pounds
- In the NICU to support breathing, feeding and maintaining his body temperature
- Possible infection

Be well

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Policy forms issued in Missouri include: AL HGrpPol 01R5, HI HGrpAg 01, HO HGrpPol 01.

Policy forms issued in Idaho by Aetna Health of Utah Inc. include: Hi GrpAg 04, HI SG HGrpAg 03.

Policy forms issued in Idaho by Aetna Life Insurance Company include: GR-9/GR-9N, GR-29/GR-29N, GR-23, AL HGrpPol 04, AL SG HGrpPol 03.